

FE Customer Satisfaction 2006 – Total Levels of Satisfaction in Each Area

	2002	2003	2004	2005	2006
Communication	N/A	N/A	100	80	95.5
Way CCEA consults with Colleges	N/A	N/A	85.7	60	95.5
Support and helpfulness of staff	N/A	N/A	100	100	100
Customer Care	N/A	N/A	-	-	100
Complaints Procedure	N/A	N/A	85.7	100	100
The service CCEA provides in relation to other qualifications (e.g. Entry Level, GOML, Occupational Studies, Certificate of Personal Effectiveness etc)	N/A	N/A	N/A	-	100
CCEA's responsiveness to the needs of Further and Higher Education	N/A	N/A	100	80	94.7
Curriculum	N/A		100	75	-
GCSE Examinations	N/A	N/A	100	100	100
GCE Examinations	N/A	N/A	100	100	100
Administration of Exams	N/A	N/A	100	100	100
Monthly dispatch	N/A	N/A	100	75	100
Disclosure of information by CCEA Staff	N/A	N/A	-	-	100
In general, the accessibility of materials (e.g. website via CCEA's distribution department)	N/A	N/A	85.7	100	95.2
The reliability and appropriateness of materials dispatched by CCEA	N/A	N/A	85.7	80	100
The quantity of paper based information sent out by CCEA	N/A	N/A	100	80	95.2
The quantity of paper based requests for feedback and comment	N/A	N/A	100	60	95.2
Facilities	N/A	N/A	71.4	66.7	-
Meeting Rooms at CCEA	N/A	N/A	-	-	100
Catering Facilities	N/A	N/A	-	-	100
Accessibility	N/A	N/A	-	-	92.9
Car Parking	N/A	N/A	-	-	71.4
General Customer Satisfaction Level	N/A	N/A	100	100	95.2

Results are based on 22 respondents from the FE Sector